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Electronic Patent Application Submission
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Application ID: 10698854 
Title of Invention: METHODS OF PROVIDING DIRECT
TECHNICAL SUPPORT OVER
NETWORKS
First Named Inventor: W. Matthews
Domestic/Foreign Application: Domestic Application
Filing Date: 2004-02-23
Effective Receipt Date: 2004-02-23
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Confirmation number: 9330
Attorney Docket Number: 46087.1.8


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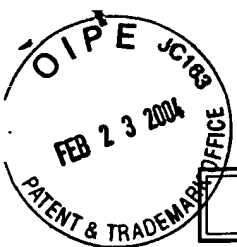
**TRANSMITTAL**

Electronic Version v1.1

Stylesheet Version v1.1.0

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| Title of Invention | METHODS OF PROVIDING DIRECT TECHNICAL SUPPORT OVER NETWORKS | | | | | | | | | |
| <p>Application Number: 10/698854 </p> <p>Date: 2004-02-23</p> <p>First Named Applicant: W. Donald Matthews</p> <p>Confirmation Number: 9330</p> <p>Attorney Docket Number: 46087.1.8</p> | | | | | | | | | | |
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| <table border="1"><tr><td>Submitted by:</td><td>Elec. Sign.</td><td>Sign. Capacity</td></tr><tr><td>Craig F. Taylor Registered Number: 40,199</td><td>Craig F. Taylor</td><td>Attorney</td></tr></table> | | | Submitted by: | Elec. Sign. | Sign. Capacity | Craig F. Taylor Registered Number: 40,199 | Craig F. Taylor | Attorney | | |
| Submitted by: | Elec. Sign. | Sign. Capacity | | | | | | | | |
| Craig F. Taylor Registered Number: 40,199 | Craig F. Taylor | Attorney | | | | | | | | |
| <table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>46087.1.8IDS-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table> | | | Documents being submitted | Files | us-ids | 46087.1.8IDS-usidst.xml | | us-ids.dtd | | us-ids.xsl |
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| | us-ids.dtd | | | | | | | | | |
| | us-ids.xsl | | | | | | | | | |
| <p>Comments</p> <p>This IDS is being submitted before the mailing of the first office action and therefore</p> | | | | | | | | | | |


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ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

| Title of Invention | METHODS OF PROVIDING DIRECT TECHNICAL SUPPORT OVER NETWORKS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Application Number: 10/698854 </p> <p>Confirmation Number: 9330</p> <p>First Named Applicant: W. Matthews</p> <p>Attorney Docket Number: 46087.1.8</p> <p>Art Unit: 2143</p> <p>Search string: (20020059378 or 20020112052 or 20030137544 or 20020055835 or 20020013836).pn.</p> <p>US Published Applications</p> <p>Note: Applicant is not required to submit a paper copy of cited US Published Applications</p> <table border="1"><thead><tr><th>init</th><th>Cite.No.</th><th>Pub. No.</th><th>Date</th><th>Applicant</th><th>Kind</th><th>Class</th><th>Subclass</th></tr></thead><tbody><tr><td></td><td>1</td><td>20020059378</td><td>2002-05-16</td><td>Mustafa</td><td></td><td>709</td><td>205</td></tr><tr><td></td><td>2</td><td>20020112052</td><td>2002-08-15</td><td>Brittingham et al.</td><td></td><td>709</td><td>224</td></tr><tr><td></td><td>3</td><td>20030137544</td><td>2003-07-24</td><td>Mears et al.</td><td></td><td>345</td><td>810</td></tr><tr><td></td><td>4</td><td>20020055835</td><td>2002-05-09</td><td>Carcoba Olivares et al.</td><td></td><td>704</td><td>9</td></tr><tr><td></td><td>5</td><td>20020013836</td><td>2002-01-31</td><td>Friedman et al.</td><td></td><td>709</td><td>223</td></tr></tbody></table> <p>Signature</p> <table border="1"><thead><tr><th>Examiner Name</th><th>Date</th></tr></thead><tbody><tr><td></td><td></td></tr></tbody></table> | | | | | | | init | Cite.No. | Pub. No. | Date | Applicant | Kind | Class | Subclass | | 1 | 20020059378 | 2002-05-16 | Mustafa | | 709 | 205 | | 2 | 20020112052 | 2002-08-15 | Brittingham et al. | | 709 | 224 | | 3 | 20030137544 | 2003-07-24 | Mears et al. | | 345 | 810 | | 4 | 20020055835 | 2002-05-09 | Carcoba Olivares et al. | | 704 | 9 | | 5 | 20020013836 | 2002-01-31 | Friedman et al. | | 709 | 223 | Examiner Name | Date | | |
| init | Cite.No. | Pub. No. | Date | Applicant | Kind | Class | Subclass | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1 | 20020059378 | 2002-05-16 | Mustafa | | 709 | 205 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2 | 20020112052 | 2002-08-15 | Brittingham et al. | | 709 | 224 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | 4 | 20020055835 | 2002-05-09 | Carcoba Olivares et al. | | 704 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Examiner Name | Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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